

STATE OF COLORADO

DEBT NET

GENERAL SUPPORT SERVICES

• Central Collections Services •

DIVISION OF CENTRAL SERVICES

225 E 16th Ave. Suite 555
Denver, CO 80234
Mine Line: 303-894-2620
Toll Free: 1-800-221-2297
Customer Service Lines 303-894-2635
303-894-2636
Toll Free: 1-888-608-3691

Reminder to all clients: When submitting accounts for placement by either worksheet or by file transfer, the name field must be **last name, first name**. Do not exceed 30 characters. We have removed all system formatting in this field on our system to eliminate double commas and name chopping. When the account is a business just use the full business name without any punctuation.

CCS has recently upgraded the telephone system. Several enhancements were made. We are still tweaking the system. We are aware of some of the problems incurred. If you have had trouble in getting through, please contact our office through the Customer Service lines. CCS does hold weekly staff meetings, these meetings are on Friday morning. You may have trouble during that time. If the situation can not wait until 12:00am on Fridays ring into our main number and ask the operator to call for assistance. One of us will come to your call.

The "How To Use CCS" book is very near completion. We had some corrections and an additional portion of information to include. Distribution is looking more like sometime in September.

It appears that some clarification is necessary in reference to the Customer Service Lines. The line itself will not ring into voice mail, however, if your call is answered and then transferred to another person who is not at their phone the call will go into voice mail.

Main phone numbers: For debtors 303-894-2620 Toll free 1-800-221-2297
For Customer Service (clients only please) 303-894-2635, 303-894-2636
Toll free 1-888-608-3691
Fax 303-894-2641 Toll free 1-800-245-8758

Visit our Website! http://www.state.co.us/gov_dir/gss/centcoll/